

## **Job Title: Performance and Contracts Manager**

**Reporting to:** Chief Executive

**Hours:** 21 hours per week

**Salary:** £15900 + 5% pension contribution (£26,500 pro rata per annum)

**Holidays:** 17 days (20 days + bank holidays pro rata per annum)

### **Job purpose:**

To manage and co-ordinate contracts and staff performance

### **Background**

At Northern Learning Trust we aim to improve the potential and raise the aspiration of people through learning. Much of our work is with vulnerable and disadvantaged people and communities with complex needs. We use informal learning and mentoring to build confidence and skills, and help people find solutions to their problems.

As part of our business development strategy we wish to recruit a dynamic and passionate Performance and Contracts Manager to support us to drive the organisation forward and achieve our growth plan.

As well as a desire to provide help and support to those who need it most, the successful candidate will have:

- A minimum of two years' experience in managing services and contracts
- A proven track record of managing staff performance effectively to achieve project outputs and outcomes
- Excellent written and verbal communication skills and an ability to present information clearly and concisely
- The flexibility and determination to succeed in a dynamic and often challenging environment

We are passionate about the work we do and need a Performance and Contracts manager who reflects our values and believes in our mission.

### **Key accountabilities and activities:**

#### **Service Delivery and Operational Management**

- Manage and implement services, contracts and operating frameworks across the organisation.

- Carry out duties to ensure all services are delivered in accordance with contract agreements to the highest possible level of quality and performance e.g. site visits, quality monitoring.
- Manage and implement systems and procedures to provide effective management information and programme reports to the Chief Executive's Team and our funders.
- Represent the trust at contract management meetings with commissioners, partners and funders.

### **Service Quality & Improvement**

- Monitor project performance, ensuring targets are achieved providing direction and support across our learning teams to deliver continuous improvement at all levels.
- To ensure that all data and information provided is in accordance with service contract and Northern Learning Trust's requirements
- To ensure all appropriate outcome models are implemented and maintained in accordance with services specific requirements and a robust outcomes evidence base is maintained via the Trust's information management system and other outcome management tools.
- Ensure all quality measures are implemented and adhered to.

### **People Management**

- To lead the staff team, ensuring all staff understand and are engaged in the direction and objectives of their programmes, services and the strategic direction of the organisation as a whole
- Provide management and day to day support to project staff.
- Undertake work reviews with all reporting staff
- Co-ordinate the day to day operational deployment of staff and resources to ensure the smooth running of the service
- Contribute to and implement the organisation's Training and Development plan
- Support recruitment procedures

### **Business Development**

- To optimise service growth by developing effective relationships with Commissioners and other external stakeholders, continuously looking for and following up on opportunities, actively promoting existing services across the region and working with the team to support tender and bid activity.

### **General**

- To be a role model of Northern Learning Trust's values and promote this throughout the region internally and externally.
- Carry out any other duties required that are commensurate with the role.

The post holder will be required to undertake an enhanced DBS check.

## Person Specification

	Knowledge, experience & skills	Essential	Desirable
1.	A minimum of 2 years' experience of managing services and contracts	√	
2.	Ability to develop effective relationships with commissioners, contracts managers and trust and grant funders	√	
3.	Proven track record of managing staff performance effectively to achieve project outputs and outcomes	√	
4.	Proven track record of producing and presenting accurate monitoring reports for funders	√	
5.	Ability to implement procedures to monitor quality of services delivered	√	
6.	Excellent communication and presentation skills (verbal and written) required to build relationships with contract and funding managers	√	
7.	Knowledge and experience of using Office systems including Word and Excel	√	
8.	Knowledge of and a commitment to the aims and principles of Northern Learning Trust	√	
9.	Knowledge and experience of Adult and Community Learning		√
10.	Experience of working in the voluntary sector		√
11.	Driving licence and access to vehicle	√	
12.	Strong social motivation - commitment to, and empathy with, the aims and objectives of Northern Learning Trust.	√	
13.	Flexibility - as a small organisation, you may well be asked to cover for other members of the Trust during sickness, annual leave etc.	√	
14.	Team working: as a small organisation, getting along with your colleagues is essential.	√	
15.	Understanding of health and safety		√

	Education and Qualifications	Essential	Desirable
1.	Educated to 'A' level or equivalent practical experience.	√	
2.	Educated to degree level in a relevant field or equivalent practical experience.		√